



Tennessee Regulatory Authority

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New “7-1-1” Code to be established for the Hearing/Speech Impaired

Nashville – Tennessee’s hearing and speech impaired citizens will find relay services easier to use in the coming months.

The Tennessee Regulatory Authority (TRA) today ordered the state’s telecommunications service providers to implement 7-1-1 relay dialing in Tennessee no later than March 30, 2001, six months ahead of the Federal Communication Commission’s (FCC) national target date for having the abbreviated dialing service in place.

Relay service enables those with speech and hearing difficulties to communicate easier over the telephone.

“Tennessee has a long history of meeting the telecommunications needs of the state’s hearing impaired population. Early implementation of 7-1-1 will allow us to continue our tradition of being among the leaders of the states in providing state-of-the-art services to our hearing impaired citizens,” says Eddie Roberson, TRA Chief of Consumer Services.

The abbreviated 7-1-1 dialing code will not replace the current (800) toll-free number used to make calls, but will be in place as an optional means of accessing relay services.

The TRA will be collaborating with the state’s wireless and payphone providers to ensure that the new 7-1-1 code is implemented by the March 30, 2001 date.

In other developments, the TRA announced several new service improvements to relay service, including:

- **Speech-to-speech translations (STS):** STS allows persons with speech difficulties to communicate in his/her own voice to relay service professionals without an assistive device such as a TTY or TDD machine.
- **(900) Pay-Per-Call Service:** TTY and TDD relay users can now access any (900/976) service provider through the Tennessee Relay Center.

For more information about Relay Service, visit the TRA’s web site at www.state.tn.us/tra/relayctr.htm

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